

Student Services Managers' Meeting
Wednesday, Nov. 19, 2025
10:00 AM – 12:00 PM
Board Room

Minutes

District / Division Goals

By December 31, 2025:

Equity in Success (Completion, Baccalaureate Attainment, Transfer, persistence, TLME throughput, course success)

- The overall number of students who **complete a degree or certificate** will be at least 1,043.
- The overall number of students who **earn an Associates Degree for Transfer** will be at least 266.
- The overall number of students who **earn a Shasta College Bachelor's Degree** will be at least 12.
- The overall number of students who **transfer to a CSU or UC** will be at least 318.

Equity in Access (Enrollment)

- The annual **full time equivalent students (FTES)** for 2024-2025 will be at least 7041 (2019-2020 level) with an emphasis on Perkins economically disadvantaged.

Equity in Support (Maximize CCPG/PELL and Reduce Units to Completion)

- The overall number of students who **receive a California College Promise Grant** will be at least 6775.
- The overall number of students who **receive a Pell Grant** will be at least 5131.
- The overall average number of **units in excess of 60** toward the first ADT will be no greater than 68.

Credit for Prior Learning

- The overall number of students who have **received at least one (1) credit for prior learning** will be at least 822.

Division Focus Areas

- Student Onboarding
 - Onboarding General - Prioritize three challenges of the student onboarding process and implement steps to streamline.
 - Onboarding Transition K-12 - Prioritize three challenges of the student onboarding process and implement steps to streamline.
 - Caring Campus
 - Decrease Response Times
 - Increase Interdepartmental Awareness – Warm Handoffs
- Student Support
 - Early Alert CRM
 - Develop Processes to Coordinate Resources between categorical programs
- Compliance / Tracking
 - Vision Aligned Reporting (VAR): Early adopters will successfully implement VAR requirements.
 - SAO Update and Measurement
 - Accreditation Tracking
 - BP/AP update cycle
 - Website review - ROI
- 100 Building Transition: Student Services departments will successfully transition out of the 100 building.

Committee Members					
X	Tim Johnston - Chair		Patricia Esparza	x	Cat Morton
x	Sandra Hamilton	x	Michael Fannon II	x	Matt Rogers
x	Jamie Spielmann	x	Renee Garcia	x	Andrew Vines
x	Alexa Zaharris		Clarisa Guzman	x	Kellie Weigel
x	Nadia Elwood		Candice Hann		Kendra Wells
x	Brianne Brichacek	x	Sue Huizinga		Jeremy Wickenheiser
x	Robert Bowman		James Konopitski	x	Sheri Wiggins
x	Trinity Brooks	x	Sandy Lucero		Zhanjing (John) Yu
	Crystal Burger		Hilly McCarthy		Jesse Knight
	Alexis Corona		Crystal Mair		
Guests					
	Buffy Tanner		Janet Hubbert	x	Cassie Leal
X	Amanda Richmond	x	Candice Irwin		

1. Approval of Minutes from October 15 and November 5 -
It was moved (Jamie) and seconded by (Sandra) to approve the minutes of October 15, 2025 and November 5, 2025 as presented. All in favor, (0) opposed, (0) abstain – minutes approved unanimously.

2. Instructional Deans' Report – Tehama has officially achieved center status and is working hard to add additional sections. The goal is to reach 1,000 FTE, and we are currently in the high 800s; once we meet the 1,000 FTE threshold, we will become eligible for a new funding program. Andrew will be leaving the college at the end of this academic year, and Yanna will be transitioning to the Chancellor's Office in January.

3. Action Agenda
 - a. First Reading
 - i. AP 4100

 - b. Second Reading – Motion to consider all these as one group. Moved (Brianne) and seconded by Robert.
 - i. BP 5030 (Fees)
 - ii. AP 5030 (Fees)
 - iii. BP 5050 (Student Success and Support Programs)
 - iv. AP 5050 (Student Success and Support Programs)
 Brianne moves and Robert seconds to approve edits. Move forward for next step.

4. Information Items
 - a. SAO / Goals reports due
 - b. Dec. 3: Transfer Center Program Review 10:10 – 10:40

5. Discussion Agenda
 - i. Annual Funding Request – The report is due in mid-March, and since Frank has not completed the previous year's review, the comparisons sometimes need to reference data from two years back; Nadia suggested that this should be noted in the description. Sandra mentioned that the current template is difficult to use, and the group discussed exploring a more user-friendly format—possibly adding check boxes or other simplified entry options to make the form easier to complete.

- ii. Draft Timeline – See handout for the timeline; all dates have been shifted forward by one interval (e.g., items originally due on 2/18 are now due on 2/27).
 - iii. Annual Funding Request Template Review – Alexa is looking into creating a separate sheet for the funding proposal, and Tim will provide a new cover sheet with updated instructions moving forward.
 - iv. Ranking Matrix – Rubric Review
 - b. Goals / Data Dashboard Review – Cassie Leal discussed goals related to equity in success, referencing the handout provided. She explained that the team will continue working on the dashboard and reviewing MIS data as a next step to ensure decisions are informed by as much information as possible. A student survey will be going out soon and will be part of the ongoing process and future planning. Cassie noted that it would be helpful to be more specific about the time frames we are using for goals. For the new goal-setting structure, she suggested adding clear time frames, with a leading-indicator check-in once a year for major goals, and smaller goal-setting and review points at the beginning and end of each semester.
 - c. District / Division Goals Spring 2026 (first review)
6. Area Updates / Announcements - Brianne shared that tomorrow is International Thanksgiving. Also that 90 students have signed up for the Giving Tree; donations are still needed, so everyone is encouraged to consider adopting a family. Sue reported that TRIO programs are being combined, with more information coming from Congress. She also shared that the middle school carnival is scheduled for April 22 and announced that she will be retiring next semester. There will be one more meeting this semester on 12/3, and the 12/17 meeting is canceled due to the holiday lunch.

Parking Lot:

- a. AP 4027 (Catalog Rights)
- b. AP 7270 Student Employment
- c. BP 2015 (Student Member)
- d. AP 3415 (Immigration Activities)
- e. Onboarding process
- f. Staff Evaluation / Mentorship / Succession Planning
- g. Program Evaluation Cycle 2025-2026
 - Testing Center
 - Umoja